

14 FAH-4 H-300 UNITED STATES POSTAL SERVICE

14 FAH-4 H-310 UNITED STATES POSTAL SERVICE PROCEDURES

*(CT:DPM-1; 06-28-2007)
(Office of Origin: A/LM/PMP/DPM)*

14 FAH-4 H-311 ACCEPTANCE

(CT:DPM-1; 06-28-2007)

- a. Official mail received from domestic and overseas Department of State offices is metered and introduced into the USPS by Diplomatic Pouch and Mail's (DPM's) staff Monday through Friday. Mail is accepted at Postal Mail Facilities (PMFs) Monday through Saturday. Check with local offices for business hours. The PMFs are closed Sundays and Holidays.
- b. Items intended for dispatch into the domestic postal stream must not exceed 100 inches length and girth and 70 pounds in weight. These items can only be addressed to domestic addresses.

14 FAH-4 H-312 POSTAGE METERS

(CT:DPM-1; 06-28-2007)

- a. Official mail originating in the Department is metered by postage meters in the unclassified pouch facilities at Sterling, Virginia. Official mail originated by Department domestic field offices is metered at those offices where using a meter is determined to be cost effective.
- b. Never use envelopes and labels intended for official postage on personal mail (this applies to any personnel using the U.S. postal system). Their use is prohibited by 18 U.S.C. 1719, which reads as follows:

"Whoever makes use of any official envelope, label, or endorsement

authorized by law, to avoid the payment of postage or registry fee on his private letter, packet, package, or other matter in the mail, shall be fined not more than \$300."

14 FAH-4 H-313 BULK MAIL DISPATCHES

(CT:DPM-1; 06-28-2007)

- a. The Department (A/LM/PMP/DPM) makes official bulk mail dispatches as needed. Periodicals such as newsletters and bulletins are dispatched at the second class bulk rate. All other bulk dispatches are made at the third class bulk rate. Contact the Department's Mail Management Analyst in A/LM/PMP/DPM before submitting publications for bulk dispatch.
- b. The Department does not forward bulk rate mail addressed to "resident", "occupant," etc.

14 FAH-4 H-314 DISPATCH CHANNELS

(CT:DPM-1; 06-28-2007)

Dispatch channels in the USPS are First Class, Second Class, Third Class, and Fourth Class.

14 FAH-4 H-314.1 First Class

(CT:DPM-1; 06-28-2007)

- a. First class mail is given priority over second, third, and fourth class mail
- b. First class mail is metered and dispatched to the nearest PMF at the end of each business day.

14 FAH-4 H-314.2 Second Class

(CT:DPM-1; 06-28-2007)

- a. Published periodicals are usually second class mail. Publications are picked up directly from the publisher by DPM's contract bulk mailer. The bulk mailer presorts and commingles the Department's mail with other agencies' second class mail and places it in the post office at the discount postage rate.

- b. Before having a new publication printed, contact the Department's Mail Management Analyst (A/LM/PMP/DPM) to ensure that the proper postal information appears on the mailing cover.

14 FAH-4 H-314.3 Third Class

(CT:DPM-1; 06-28-2007)

- a. Bulk dispatches of irregularly published documents can be dispatched at third class rates. Publications are picked up directly from the publisher by DPM's contract bulk mailer. The bulk mailer presorts and commingles the Department's mail with other agencies' third class mail and places it in the post office at the discount postage rate.
- b. Before having a new publication printed, contact the Department's Mail Management Analyst (A/LM/PMP/DPM) to ensure that proper postal information appears on the mailing cover.

14 FAH-4 H-314.4 Fourth Class

(CT:DPM-1; 06-28-2007)

All official items packed as parcels are dispatched at fourth class rates. After metered postage is applied, parcels are dispatched directly to USPS. Rates vary according to distance from Washington, DC. There are no discount rates for presorting.

14 FAH-4 H-315 REGISTERED MAIL

(CT:DPM-1; 06-28-2007)

Items entered into the DPS that the originator wants a receipt for must have a registry number. The registry number must be in typographic form (e.g., typewritten, stamped, printed) and displayed on the face of the item. It must be preceded by a designation that identifies it as the registry number, e.g., RegNum: 123456. Each registered item must be clearly marked, "REGISTERED." Registered material received for forwarding is not assigned a number by the forwarding office but is identified by the originator's registry number.

14 FAH-4 H-315.1 Envelopes and Flats

(CT:DPM-1; 06-28-2007)

The registry number must appear in the lower left corner on the envelope, or on a label affixed to the lower left corner of the envelope.

14 FAH-4 H-315.2 Parcels and Nonconveyables

(CT:DPM-1; 06-28-2007)

The registry number must be typed, stamped, printed and must appear in the lower left corner of the address label.

14 FAH-4 H-315.3 Form OF-120, Diplomatic Pouch Mail Registration

(CT:DPM-1; 06-28-2007)

Form OF-120, Diplomatic Pouch Mail Registration, must be used to register unclassified and classified material. Affix the smaller, gummed portion firmly to the lower left corner of the address side of the envelope or package.

14 FAH-4 H-315.4 Form DS-112, Classified Material Receipt

(CT:DPM-1; 06-28-2007)

TOP SECRET and SECRET items are registered by Form DS-112, Classified Material Receipt. This form is mandatory in the Department for interoffice and interagency transmittal. Affix this five part preprinted form to the envelope or parcel as explained on the form.

14 FAH-4 H-315.5 Consecutive Registry Number Series

(CT:DPM-1; 06-28-2007)

A single series of consecutive registry numbers beginning with one (1) on each January 1, and assigned regardless of addressee, may be used as an alternate to Form OF-120.

14 FAH-4 H-315.6 Record of Registered Mail

(CT:DPM-1; 06-28-2007)

- a. Each office must maintain for one year a record of material registered for dispatch. Depending on the registration procedure employed, one of the following types of records must be maintained.
- b. A file of Forms OF-120, Diplomatic Pouch Mail Registration (larger portion) and DS-112, Classified Material Receipt (part I), must be maintained by the originating office.
- c. If the originator uses a single series of consecutive registry numbers in lieu of Form OF-120 and Form DS-112, the post file of Form OF-244, Pouch Invoice, may be used as a record of registered material.

14 FAH-4 H-316 FORWARDING ACCOUNTABLE MAIL

(CT:DPM-1; 06-28-2007)

- a. Unclassified Department of State official items (letters and parcels) originated from domestic and overseas offices, received with Form OF-120 registry slip will be introduced into the USPS as certified mail by DPM personnel located at the Diplomatic Pouch and Mail Facility (SA-32). Due to the volume of mail, offices are not informed of the USPS certified number assigned by the USPS.
 - (1) DPM can trace mailings to prove delivery to the USPS should the need arise.
 - (2) USPS registered service is considerably more expensive and is not normally used unless the originator specifically requests it. This can be done by printing "please register" on the item.
 - (3) The Department does not fund the postage fees of registered items originated from other agencies. These items received from overseas posts are forwarded via messenger to parent agencies where final disposition takes place.
- b. Classified items are also forwarded. (See 14 FAH-4 H-575 for details.)

14 FAH-4 H-317 RECOGNIZING REPORTABLE MAIL DELAYS

(CT:DPM-1; 06-28-2007)

- a. Mail delays, as opposed to pouch delays, occur when mail takes an unusually long transit time from the postmark or date of the correspondence to the addressee. Pinpointing the cause of these delays is difficult since there are so many mail handling systems besides DPM involved in the delivery.
- b. IPOs should not report complaints of mail delays on the basis of anecdotal information. Gather specific information before filing a complaint. Always include:
 - (1) Mail/parcel address;
 - (2) Return address (as it appears on the package);
 - (3) Registry number (if applicable);
 - (4) DPM bar code information;
 - (5) Mode (via USPS, UPS, FEDEX, etc.);
 - (6) Pouch dispatch information such as Air Waybill, pouch number, invoice number; and
 - (7) Miscellaneous information such as postmarks and where package was mailed from.
- c. A single complaint does not mean that service is deteriorating. When the number of delay complaints rises, do a postmark transit time survey. The survey must cover a two week period using the post marks of first class mail only. If only a single agency's mail is delayed the problem could reside with the agency's mailroom.
- d. Personnel at post may FAX a complaint to A/LM/PMP/DPM, (202) 663-1808

14 FAH-4 H-318 ADDRESSING MAIL

14 FAH-4 H-318.1 Return Address

(CT:DPM-1; 06-28-2007)

a. DOMESTIC

All items dispatched by the DPS must have a valid return address. Letters and flats must have a legible return address in the upper left corner of

the envelope. Parcels and nonconveyables must have a legible return address in the upper left corner of the address label. The return address must contain the standard last two lines of the Department address:

Department of State
Washington, DC 20520-nnnn

b. ABROAD

The following is an example of an abroad return address:

Ms. Janet Doe
Amembassy Chisinau
Department of State
Washington, DC 20521-7080

14 FAH-4 H-318.2 Address

(CT:DPM-1; 06-28-2007)

a. DOMESTIC

(1) The Department uses a nine digit zip code for automated mail sorting, which must appear in the address block of all mail addressed to the Department in Washington or to its missions.

(2) Address mail as follows:

(a) Main State—Include the room number and the official office symbol of the addressee (person or organization). The last two lines of the address block must be:

Department of State
Washington, DC 20520-nnnn

The first five digits of the nine digit zip code for all mail addressed to offices in Main State must be 20520. The last four digits of the nine digit zip code must be the four digit zip code of the message center or mail drop point through which the addressee receives mail.

(b) State Annexes—Include the annex number, room number in the annex, and the official office symbol of the addressee (person or organization). The last two lines of the address block must be:

Department of State
Washington, DC 20522-nnnn

The first five digits of the nine digit zip code for all mail

addressed to offices in State Annexes must be 20522. The last four digits of the zip code include the annex number and the floor on which the addressee office resides.

NOTE: A list of four digit add on zip codes for the Department, State Annexes, and overseas missions is in the Department Telephone Directory. A list of four digit add on zip codes for overseas missions is also in the Key Officers of Foreign Service Posts Guide for Business Representatives (DOS publication 7877).

b. ABROAD

- (1) The first five digits of the nine digit zip code for all mail addressed to posts abroad BY POUCH must be 20521. The last four digits of the nine digit zip code must be the four digit code of the post.
- (2) All mail received at SA-32 is sorted by machine. DPM equipment is programmed to match the post name (that must be located as the last word on the second line) with the post's unique nine-digit zip code (that must appear at the end of the last line).
- (3) Include the post and section name of the addressee (person or organization). The last two lines of the address block must be:

Department of State
Washington, DC 20521-nnnn
- (4) The following is an example of a correct mailing address:

Ms. Janet Doe
Amembassy Chisinau
Department of State
Washington, DC 20521-7080
- (5) Amembassy and Department of State can be abbreviated in different ways. Mail would still be received if correspondents used a three line address scheme as long as there is a match between post name and nine-digit zip code.
- (6) Mail will be sorted manually if it is received with incomplete addressing such as using the zip code without the post's four-digit add-on.

14 FAH-4 H-319 UNASSIGNED